

Health and Safety Protocols for  
Attractions &  
Places of Interest





The following activities are proposed for Attractions and Places of Interest in order to decrease the spread of COVID-19 and lower the impact in the workspace. These activities include measures to:

- Reduce transmission among other Operators;
- Maintain healthy business operations; and
- Maintain a healthy work environment;

# To Ensure Staff and Visitors Are Protected, Owners of Attractions and Places of Interest Should Employ The Following Steps:



I

Staff must wear cloth face coverings/ masks at all times when in the retail areas, in public locations or shared staff areas (e.g. lunch rooms), even if other individuals are not immediately present, and when interacting with clients.

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II

All visitors are required to wear a face mask covering nose and mouth when within the facility or public spaces with other individuals present.

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III

70% Alcohol-based hand sanitizers must be made readily available and must be placed throughout the facility, including on entry, in key walkways, in food and beverage locations, in shops, at checkout locations, and at exits. Hand sanitizer must also be provided in non-public settings such as maintenance areas, workshops, offices, and break areas.

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IV

Key touch point surfaces and work areas, and public areas should be frequently cleaned and disinfected according to the guidance set out by the Ministry of Health and Wellness prior to the opening of the establishment and at a minimum every 2 hours and at the end of each shift.

V

All Staff and customers should maintain social distancing of at least 3 feet from others when wearing a mask or 6 ft. when not wearing a mask.

## Employee Safety Guidelines

VI

All employees must be provided with education and training around safe practices as it relates to personal hygiene, sanitation (cleaning and disinfecting policies), and illness policies outlined by the Ministry of Health and Wellness.

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VII

All employees must be screened (questioned about) symptoms of COVID-19 before each shift as outlined by the Ministry of Health and Wellness. Staff with any symptoms should not be allowed to work.

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VIII

All employees are required to report any symptoms of COVID-19.

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IX

Cleaning protocols as it relates to company vehicles should be strictly adhered to.



**X**

A distance of at least 3 feet between employees must be maintained at all times (whether indoors or outdoors) and must maintain at least 3 feet of distance with customers. Weather permitting, breaks and lunches should be outdoors where possible.

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**XI**

The sharing of tools is discouraged. However, if tools and equipment must be shared, persons must exhibit good hand hygiene.

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**XII**

A log of all employee Health and Safety training must be strictly maintained.

## Customer Protection

**I**

All facilities should have a communication plan to educate guests prior to their visit about the health and safety practices at the venue and what the guests need to be aware of when they arrive. Such communication plans shall include, but not be limited to, online methods (e.g., website, social media sites), email or other electronic communication, such as reservations or confirmations to the guest.

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**II**

Social distancing guidelines of at least 3 feet should be maintained during the operation of restrooms.

III

Signage from approved agencies such as the Government Information Service and the Ministry of Health and Wellness must be prominently posted at the entrance of the establishment, informing customers about symptoms of COVID-19 and visitors should be asked to remain home if experiencing symptoms of COVID-19 (list common symptoms of COVID-19).

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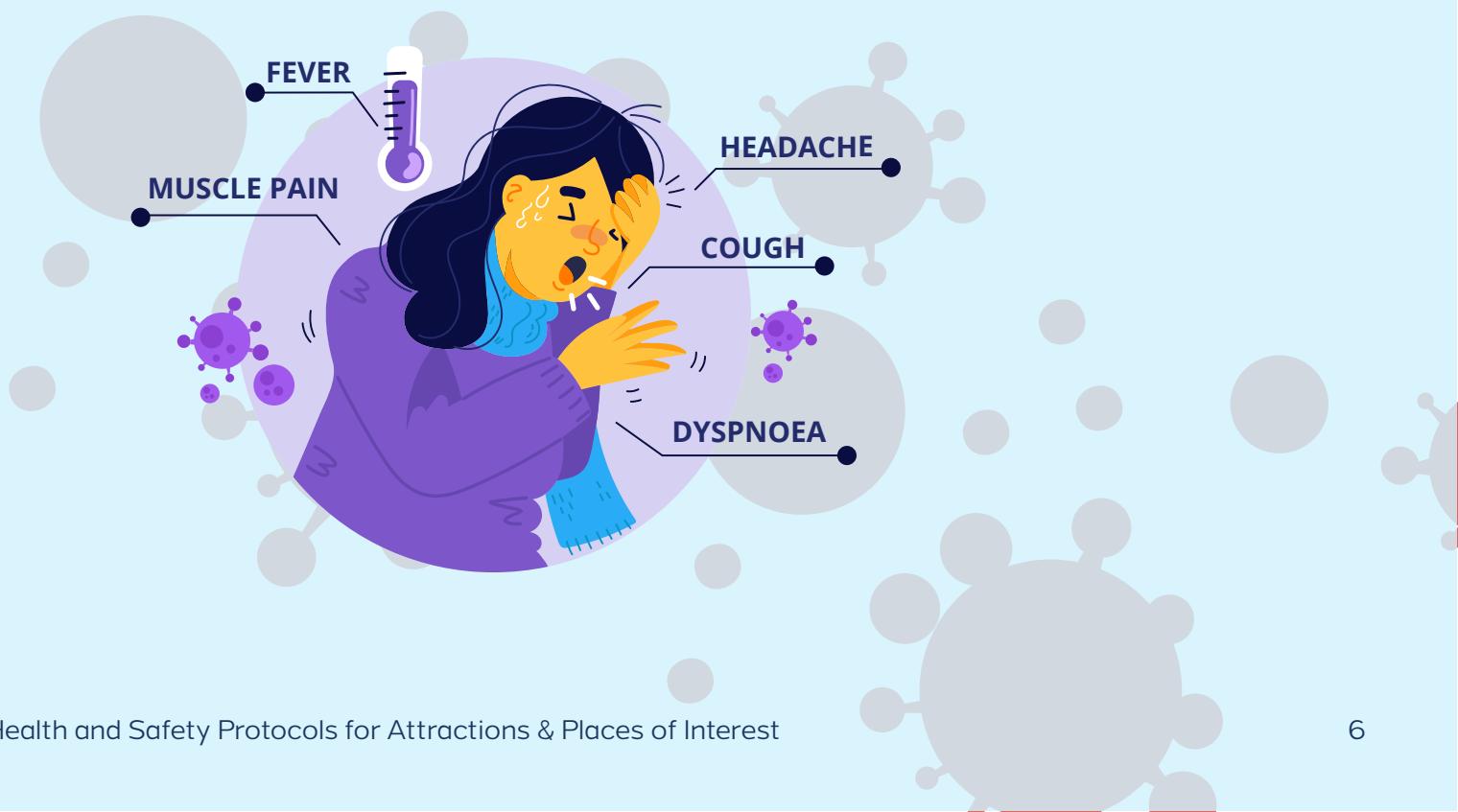
IV

While in the facility, visitors are asked to maintain a safe distance of at least 3 feet from other people visiting the attractions and places of interest at all times.

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V

Visitors are required to practice frequent hand washing for at least 20 seconds; and wear a face mask over mouth and nose to protect others when in public locations where other consumers might be present (e.g. bathroom facilities).



# Special Considerations For Companies:

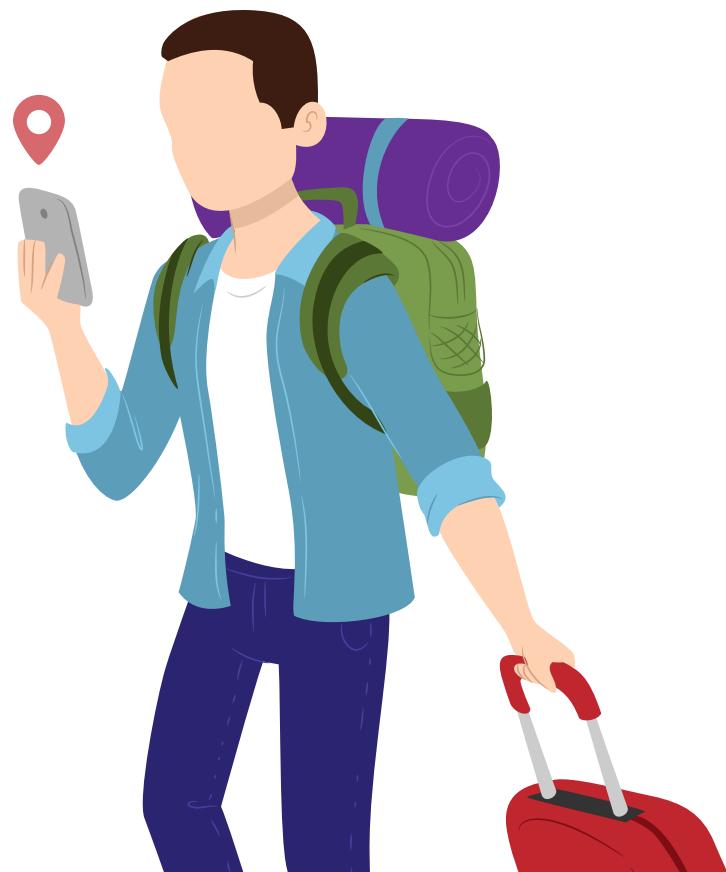
I

Capacity is limited to the number of people where social distancing is able to be safely maintained with at least 3 feet of separation between individuals and between groups at all times. Persons who reside in the same household are not required to do so.

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II

Companies are required to limit admission for daily and hourly capacities in order to ensure appropriate social distancing pursuant to the guidelines set out by the Ministry of Health and Wellness for facilities.



III

Visitors will be encouraged to secure advance reservations in order to avoid unnecessary contact with other persons.

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IV

Companies are to ensure that where possible, that clearly marked social distancing spaces/guidelines with floor/ground markings, seat markings, or signs are in place in the facility.

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V

Visitors will be required to enter and exit via separate areas and facilities whenever possible.

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VI

Where possible, companies should develop plans to make traffic flow one directional. One-directional flow should be mapped out at all facilities, including clearly marked entrance and exit points and easy-to-understand directional signage that will indicate the direction of traffic flow.



**VII**

Companies are advised to utilize touch-free/contactless payment options when possible and employ processes that will reduce face-to-face purchase transactions.

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**VIII**

Guests should purchase tickets or schedule appointments online whenever possible.

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**IX**

Companies will be encouraged to place a barrier/hygiene screens between guests and staff who are in frequent close interaction areas wherever practical to reduce exposure to a person's respiratory droplets.

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**X**

Barrier screens are to be cleaned prior to the opening of the establishment and at regular intervals during the day.

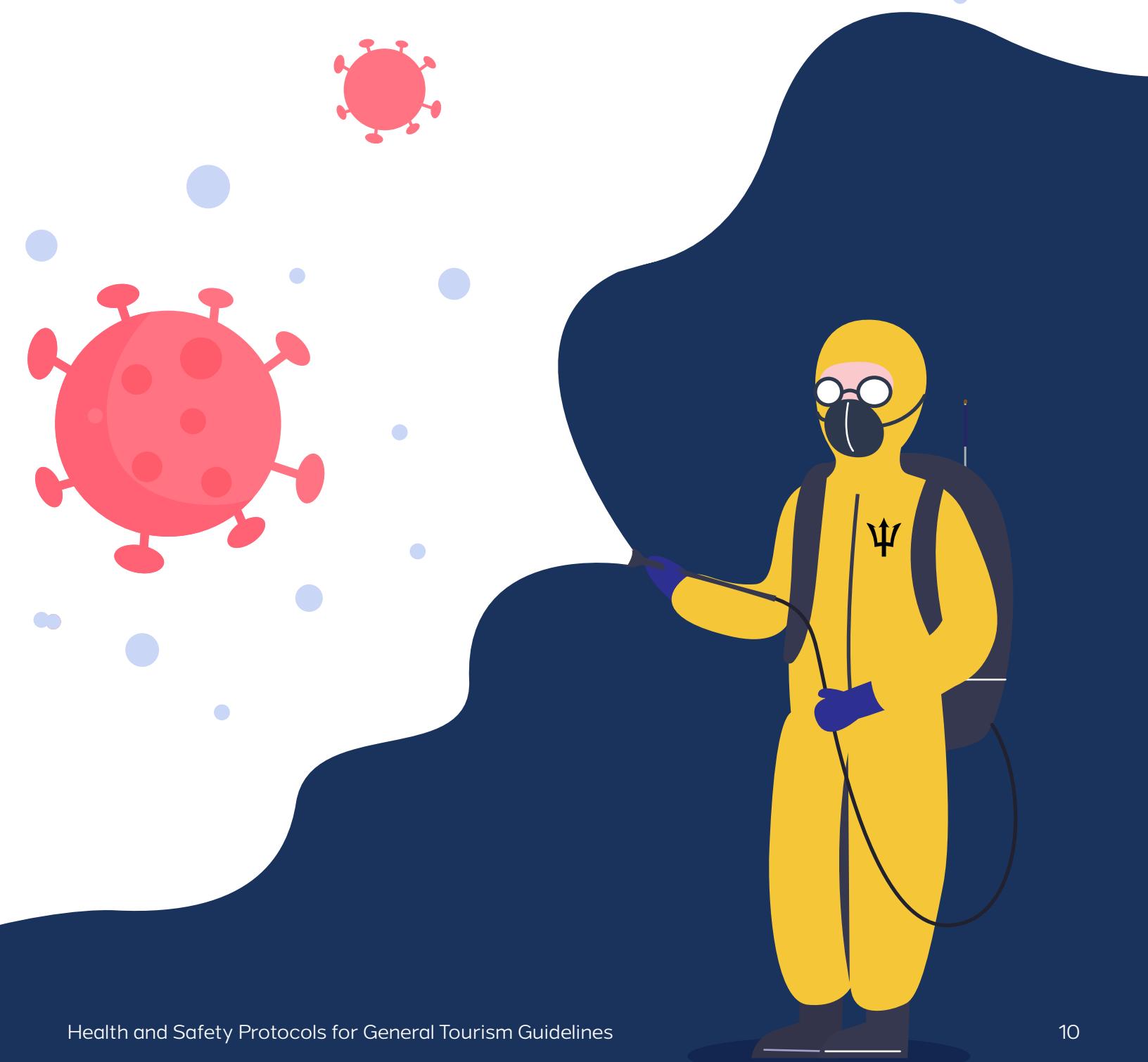
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**XI**

Companies are advised to limit surfaces touched by visitors and employees, i.e. leave doors open where possible, no access to public water fountains and erect touchless garbage cans where possible.



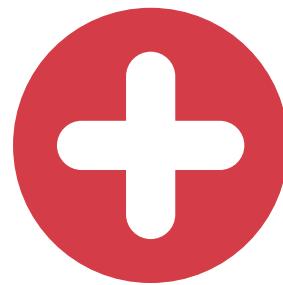
- General Tourism Guidelines



# Special Considerations For Companies:

- Employees are expected to work staggered start and finish times to reduce congestion and contact at all times;
- Employees should stay at least 3 feet away from other staff (lunchroom, bathroom, corridors, booths);
- It is recommended that Employees should stay on-site once they have entered the workplace.





# Contact Tracing

Operators should maintain a log of every passenger including passenger name, contact details, times collected, location drop off and collection (if applicable).



## **Cleaning and Disinfecting of Equipment and Public Facilities Before and After Use**

At a minimum, all equipment and public facilities must be cleaned and disinfected before being used by new customers. Special attention should be given to commonly touched surfaces in the public facility. Staff responsible for cleaning equipment and facilities must ensure that cleaning and disinfecting procedures are followed consistently and correctly, including the provision of adequate ventilation when chemicals are in use.

Doors and windows should remain open when cleaning the facility. When cleaning and disinfecting, individuals should wear disposable gloves compatible with the products being used as well as any other PPE required according to the product manufacturer's instructions. Use of a disposable gown when cleaning is also recommended, if available.

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I

For hard non-porous surfaces within the facility such as sanitary ware, sinks, doors and windows, and grab handles, clean with detergent or soap and water if the surfaces are visibly dirty, prior to disinfectant application. For disinfection of hard, non-porous surfaces, appropriate disinfectants are antimicrobial (**destroying or inhibiting the growth of microorganisms and especially pathogenic microorganisms**) products. Cleaners should follow the manufacturer's instructions for concentration, application method, and contact time for all cleaning and disinfecting products.

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II

Operators and Drivers may also use **diluted household bleach solutions** prepared according to the manufacturer's label for disinfection, if appropriate for the surface. Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser.

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III

Alcohol solutions with at least 70% alcohol base may also be used.

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IV

After cleaning, use products that are approved by the Ministry of Health and Wellness for use against the virus that causes COVID-19 and that are suitable for equipment surface.

V

Gloves and any other disposable PPE used for cleaning and disinfecting should be removed and disposed of after cleaning; **WASH HANDS** immediately after removal of gloves and other PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 70% alcohol if soap and water are not available.

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VI

If a disposable gown was not worn, work uniforms/clothing worn during cleaning and disinfecting should be laundered afterwards using the warmest appropriate water setting and dry items completely.

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VII

Cleaners to maintain a daily cleaning log.



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